AI + HI (Human Intelligence) for Learning!

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"How will Artificial Intelligence Impact Workplace Learning?"

Every week, I am asked this question by Learning, Business and Technology colleagues from around the world. I usually reframe the question:

"How might we combine AI with HI (Human Intelligence) to Optimize Workplace Learning?"

Artificial + Human Intelligence

As we explore how AI might be used to create, deliver, edit, assess or personalize Workplace Learning, there are interesting, effective and evolving models that combine the best of the tech and human capacities.

For example, one of the participants in our AI & Learning LAB last May asked if we could use AI to scale coaching services for their global employees. An exciting idea.

I have not seen a fully autonomous, AI app that will provide great and affordable coaching. Yes, we can formulate questions and "advice" that can be provided to an employee. But does the current state of AI yield trustable, appropriate and impactful results? Not in August 2023.

However, adding AI to the professional skills of a human coach is intriguing and provocative. AI can be used to provide each "coachee" with a daily set of questions, like the ones used by my friend Marshall Goldsmith. These could be asked by an app and could provide a pattern of behaviors, challenges and even changes on a specific challenge.

The human coach could leverage this data to have shorter (and even more frequent) dialogues with each coachee. The AI could also provide "nudges" or workflow support interventions – designed by the coach .

Ultimately, the coaching process would combine AI + HI. It would be important for an individual to understand the nature and source of the advice or tips. The learner should feel that they are in a trustable process with a coach, extended and enabled by AI technology.

Likewise, many organizations are exploring using Generative AI to create rapid exam questions, curated content for instructional design or even AI generated graphics for learning programs. Each of these is intriguing. Yet, when we add HI to the equation – the generated AI drafts can be edited to be more accurate, more corporate culture aligned and designed with a crisper fit with the workplace audience. AI + HI works well in many of these situations – sometimes starting with AI and adding HI – in other cases starting with HI and asking AI to suggest improvements.

In about 5 weeks, I will be facilitating the second AI & Learning LAB in Saratoga Springs, NY (Sept 20 and 21) Here is a mindmap of the content, discussions and dialogues - combining AI + HI as a framework for exploring the near term future:

In each of these conversations, we need to look at how Learning, Training and HR/Talent professionals might leverage AI with HI. We should, as a learning field, be open and strategic to exploring how we combine tech and human capacities in ways that will be trustable and effective.

In the months ahead, we will focus on how AI + HI can be a balance of "wow" technology with the trust, wisdom and collaborative magic of human perspectives.

Yours in learning,

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There are only 10 more spaces available in my next (and redesigned) AI & Learning LAB in Saratoga Springs: Info at http://www.masie.com